WISCONSIN DEPARTMENT OF HEALTH AND FAMILY SERVICES
Division of Health Care Financing
1 W. Wilson St.
Madison WI 53702

To:	<u>Process Help Handbook</u> Users
From:	Cheryl McIlquham, Director Bureau of Health Care Eligibility
Re:	**<u>Process Help</u> Release 05-03**
Release Date:	July 7, 2005
Effective Date:	July 7, 2005

<u>EFFECTIVE DATE</u>

The following process additions or changes are <u>effective **07/07/05**</u>, unless otherwise noted. **Bold text in the new process section denotes new text. Text with a strike through it in the old process section denotes deleted text.**

<u>Changes</u>

All

References to "Food Stamps" were changed to "FoodShare."

1.2 Request for Assistance (RFA)

A link to the new subsection on the CWW Application/ Registration form was added.

1.2.1 Request for Assistance (RFA)> Medical Assistance

<u>Old Process:</u>

~~*1.2.1 Medical Assistance (MA)*~~

~~The filing date is the day you receive page one of the CAF or an application with the client's name, address and signature on it.~~

~~When an application is received by mail or fax, date-stamp or write the date that you received the valid application form.~~

~~1.2.2 FoodShare Wisconsin (FS)~~

~~**Registration Form** - This will be completed by the customer and used to set the initial application filing date for FoodShare. This portion of the form is designed to be separated from the other sections so that it can be mailed, faxed or handed in to the ESA to set the FS application filing date. This form also collects information to determine eligibility for priority services.~~

<u>New Process:</u>
1.2.1 Medical Assistance (MA)
There are 3 ways to request MA and set a filing date:

1. **Mail-in: Set the filing date to the day the mail-in application is received in the office. There is no need to print the Application/ Registration Form (sample).**
2. **Telephone Request: Invite the applicant to come to the office to set the filing date in person (below) or print the Application /Registration form and mail it out. When it is returned, it sets the filing date in the same way as a mail-in (above).**
3. **In person: Print the Application /Registration form and have**

the client sign it. This sets the filing date.

1.2.2 FoodShare Wisconsin (FS)
There are 3 ways to request FS and set a filing date:

1. **Telephone Request: Invite the applicant to come to the office to set the filing date in person (below) or print the Application /Registration form and mail it out. When it is returned, it sets the filing date. See FSH 2.1.3.5.**
2. **In person: Print the Application/Registration Form (sample)- This will be completed, signed by the customer, and used to set the initial application filing date for FoodShare. This portion of the form is designed to be separated from the other sections so that it can be mailed, faxed or handed in to the ESA to set the FS application filing date. This form also collects information to determine eligibility for priority services. See 1.4.5**
3. **Set the filing date to the day a mailed application is received in the office. There is no need to print the Application/ Registration Form (sample).**

1.2.5 Request for Assistance> Denied Status for RFA Requests	This new subsection was added. **New Process:** **1.2.5 Denied Status for RFA Requests** **If no action is taken on an RFA within 30 days of the program filing date, the RFA gets denied for that program. This action is performed automatically by CARES. Previously, the program request for that program changed to "No" (not requested). This doesn't let the user know that it was previously requested. Now, a status of "Denied" will be displayed if the system automatically denied a program after 30 days.**
1.4 Client Registration Instructions (CWW)	Typographical errors were fixed in this section.
1.4.2 Client Registration Instructions (CWW)> Starting the Client Registration Driver Flow (#8)	**Old Process:** The RFA Summary page appears. This is the home page for the RFA, as well as the end of the CR process and the start of Application Entry once the page is completed. Review the information, and ~~choose what your next action will be. Choices are:~~ ~~a. Initiate Interactive Interview to initiate the interactive interview process to establish the case.~~ ~~b. Initiate MA Assessment, which initiates the MA Assessment driver to establish the case.~~ **New Process:** The RFA Summary page appears. This is the home page for the RFA, as well as the end of the CR process, and the start of Application Entry once the page is completed. Review the information, and **if correct, choose 'Begin intake interview.' ES workers can initiate the interview. Those using a client registration ID are not able to click the 'Begin intake interview' button.**
1.4.6 Case Processing> Pre-Intake Processes> Client Registration Instructions	A link to the U.S. Postal Service's Zip Code Lookup web page was added.

1.5 Case Processing> Pre-Intake Processes> Applications and Publications	A link to Medicaid application information in the Medicaid Eligibility Handbook was added.
2.4.11 Case Processing> Intake>Clearance / Master Customer Index (MCI)> Non-Relevant Individuals	This new subsection was added. It links to the System Help's "Select Other Household Members" page.
2.5 Case Processing> Intake> Program Requests	This section was rewritten with updated training material.
2.7 Case Processing> Intake> Confirmation	This section was updated with the materials on Confirmation from the "Phyllis" training document.
3.4 Case Processing> Ongoing Case Maintenance> Six Month Report Forms (SMRFs)	This section was rewritten since SMRF processing was added to the CWW.
3.8 Case Processing> Ongoing Case Maintenance> Add or Process A New Program Request	This new section was added and links back to the Intake section on adding or processing a program request.
4.1.2 Reviews> Review Driver Flow> Update Information	**New Process:** **To reduce the amount of data entry required during review, users will not be required to visit end dated information. So if there are six sequences and three are end dated, the page will start out as "Completed 3 of 6."**
17.2 Financial Processes> Assets> Joint Assets	This section on Joint Assets was added.
18.1 Financial Process> Expenses> Shelter and Utilities	**Old (incorrect) Process:** The Medicaid Program uses shelter expense ~~Payment~~ Amounts to determine Categorical Eligibility. **Corrected Process:** The Medicaid Program uses shelter expense **Obligation** Amounts to determine Categorical Eligibility.
18.1.2.5 Financial Processes> Expenses> Shelter and Utilities> Contributes in an Unknown Amount	This new subsection was added: **'Contributes in an Unknown amount' is now in an area called 'Obsolete Information' and for most cases will default to 'No.' This page requires the Obligation Amount and Verification Code for each utility type.** **If you don't have the amount of the bill (for example, if you are using a lease as verification of the utility), you can enter $1.00 and the VR code, ('Lease' in this example). The client will get the standard deduction. Please do not enter $0.00 as this will not allow any deduction for the utility type.** **For cases that are transitioned from the Mainframe, the next time you**

visit the Utility Cost page you must enter an obligation amount and a VR code. You won't be driven there by the transition process, however the next time you go there, whether through a review, reported change or other reason, you will get an edit message requiring you to enter the obligation amount and verification code.

46 Tools> Case Comments	This new section on Case Comments was added.
56 Other> Verification	Information on the past due Employer Verification was added to this section.
63 Other> System Errors	The CWW screens for System Errors were updated, so the screenshots in this chapter were replaced with current versions. New HATS error information and screenshots were added in 63.5 HATS Errors.
64 Other> Dynalist	This new section on the CWW Dynalist was added.
EBT Guide 2.17 EBT Policies and Procedures> How to Use the Automated Response Unit	Updates were made to the Automated Response Unit (ARU)/Recipient Customer Service instructions, including new phone numbers to call.
EBT Guide 3.6> EBT System Screens>Frequently Asked Questions	This section on Frequently Asked Questions was added.